

U1.03 - Print & Cut Flashcards

Cut along the card edges. Each card shows the question on top and the answer underneath.

CARD 1

What is product safety?

Laws and requirements that protect consumers from products that may cause injury, illness or other harm.

CARD 2

What are Australian Standards?

Recognised requirements for product design, manufacture, testing and labelling. Some become mandatory safety requirements.

CARD 3

What can businesses do to reduce product safety risk?

Check standards, test products, use QA/QC, choose reliable suppliers, monitor faults, warn users and recall unsafe goods where necessary.

CARD 4

What is a product recall?

Removing a product from sale or asking consumers to stop using or return it because of a safety issue.

CARD 5

What are consumer guarantees?

Automatic legal rights requiring goods and services to meet minimum standards under Australian Consumer Law.

CARD 6

What does acceptable quality mean?

Goods should be safe, durable, free from defects and reasonable for their price, quality, type and expected use.

CARD 7

What does fit for purpose mean?

The product must do its normal job and any specific purpose the consumer made known before purchase.

CARD 8

What is a warranty?

An extra promise from a seller or manufacturer. It operates in addition to consumer guarantees and cannot reduce ACL rights.

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CARD 9

What is an express warranty?

A specific promise about a product's quality, performance or characteristics made in advertising, packaging, writing or by a salesperson.

CARD 10

What is an extended warranty?

Optional extra cover, usually purchased for a fee. Businesses cannot imply it is needed to receive rights already provided by the ACL.

CARD 11

What is a refund?

A remedy where the business returns the customer's money because a consumer guarantee has not been met.

CARD 12

What is a replacement?

A remedy where the business provides another product of the same type when the original product fails to meet a consumer guarantee.

CARD 13

When is a consumer generally not entitled to a refund?

When they simply change their mind, unless the business has its own change-of-mind policy.

CARD 14

What is a minor failure?

A problem that can be fixed within a reasonable time. The business can usually choose to repair it first.

CARD 15

What is a major failure?

A serious or unsafe problem, major mismatch, or fault that cannot easily be fixed and may allow the consumer to choose refund or replacement.

CARD 16

What does reasonable time mean for a repair?

It depends on the product, seriousness and complexity of the fault, parts availability and the inconvenience caused to the consumer.

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CARD 17

What is a manufacturer's warranty?

A written promise from the manufacturer to cover certain faults for a set period. ACL rights may still continue after it expires.